

What's Happening?

A NEWSLETTER

FOR THE MAINE MEDICAL CENTER FAMILY

MMC to file comments on CMMC heart proposal

The controversy surrounding Central Maine Medical Center's interest in starting an unnecessary, expensive, and risky cardiac surgery and angioplasty program will apparently continue into September. On July 27, the Bureau of Medical Needs of the Maine Department of Human Services recommended preliminary approval of CMMC's application, and Maine Medical Center will file comments by August 18 taking several key portions of the application to task.

The preliminary approval was based only on the information contained in CMMC's application. MMC will demonstrate in its submission that much of the information in the application is inaccurate, that

many of the assumptions are flawed, and that the conclusions are simply incorrect.

"We believe we have an obligation to the people of Maine to provide the DHS staff and the Commissioner of Human Services all the information they need to make this very important decision on the basis of relevant clinical facts," says Vincent S. Conti, President and Chief Executive Officer of Maine Medical Center. "This decision will have serious and far-reaching implications for Maine, and we believe it requires careful and complete consideration."

"We also believe that those making this decision should have the benefit of the independent study of cardiac services in

COMMENTS, SEE P.3

One touch of a button improves a whole system

On R5 and in ASU, a simple touch of a button is now all that's needed to take an item from a nursing unit supply room while simultaneously updating the supply inventory and sending patient billing information to Patient Accounts and Accounting. The new PAR Excellence System will ensure the right products are in the right place at the right time, and that inventory control, requisitioning, and information capture happen as those supplies are used.

"A Journey to Excellence team looked at how supplies are managed on nursing units and at ways to improve inventory service on floor stock supplies from IVs to dressing change kits to pens and pencils," says Kevin Griffin, RN, R5 Head Nurse.

The new system, based on iButton (information button) technology, rolled out Tuesday, August 1, on R5 and in ASU in supply and medication rooms.

"With PAR Excellence," Griffin says, "the amount of time spent dealing with supplies will be decreased, increasing the amount of time nurses will be able to spend with patients."

The new process begins as a patient is admitted and their

PAR-X, SEE P.4

Good Greek

Enjoy the sun-baked flavors of the Mediterranean, a yoga demonstration, and a discussion of sex and heart disease.



Space is limited. Register today.

Tuesday, August 29, 1800 -- 2000 hours

Dana Center Auditorium

Cost: \$5 MMC employees, \$10 all others

To register: 871-2196

Do You Have an Inquiring Mind?
The Nursing and Patient Services Research Committee
invites you to attend

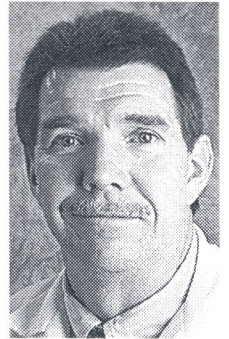
Developing Evidence-Based Practice

Presented by Cheryl Stetler, PhD, RN, FAAN
Monday, September 25, 0800 - 1000 hours
Dana Classroom 7

For further information, please contact
Alyce Schultz, PhD, Nurse Researcher, 871-6011, or
Susan Goran, RN, Staff Development, 871-2083.

McCarthy leads Mercy program

Edward A. McCarthy, Jr., MD, has been named Chief of Behavioral Medicine at Mercy Hospital, under contract with Maine Medical Center's Department of Psychiatry. He has been a member of the medical staff here since 1990.



Dr. McCarthy holds a Bachelor's of Science degree from Tufts University and a Doctor of Medicine degree from Tufts University School of Medicine. He completed his internship and residency in Psychiatry. He also served as Assistant Clinical Professor in Psychiatry at Tufts University and was an Assistant Professor and an Associate Professor of Psychiatry at the University of Vermont School of Medicine.

While at MMC, Dr. McCarthy was an attending physician in Emergency Medicine, and Director of the Division of Acute Psychiatry. He is American Board of Psychiatry and Neurology Certified and belongs to the Maine Psychiatric Association, the American Psychiatric Association, the Cumberland County Medical Society, the Maine Medical Association, and the American Psychosomatic Society.

Dr. McCarthy has contributed to a number of journals as well as given many presentations on psychiatry.



Join the Force for a Better Community

United Way Rally
Thursday, September 7

Come join in the fun and excitement of this Portland tradition! MMC employees will meet in the Radiation Therapy parking lot (outside the Dana Center) at 1100 hours. From there we will walk to Deering Oaks Park, where we will join walkers from other businesses in a procession to Monument Square. A shuttle bus will be available after the walk to bring you back to MMC.

More than 7,000 walkers from over
150 local companies are expected.

Call 871-2196 to sign-up. Free T-shirts are available for the first 100 walkers—so call now! You can pick up your T-shirt on September 6 or 7 in the Public Information office, located on the first floor of the Maine General Building.

Campaign Kick-off

The annual United Way campaign begins Monday, September 25.
Remember to return your pledge card early in order to
qualify for all the daily prize drawings!

Outreach Education Council presents
Clinical Trends in Respiratory Care ~ Advances & Challenges ~

Day I: Friday, September 22, Donald E. Craven, MD

Day II: Friday, September 29, Dean Hess, PhD, RRT

Dana Health Education Center, Maine Medical Center

Accreditation: CMEs Day I: 5.5 hours Category I, Day II: 6 hours Category I

Contact Hours Day I: 6.7, Day II: 7.2

For a brochure or to register, call 871-2290.

COMMENTS, FROM P.1

Maine that was commissioned by DHS, a study that is due by August 31. Of all Maine hospitals, only CMMC has refused to participate in this objective review by an independent consultant."

MMC and CMMC have been embroiled in a sometimes bitter debate over both the application review process and the clinical facts. MMC has taken its position even though it is politically unpopular in central Maine, because of the extraordinary importance of maintaining the quality and cost-effectiveness of the cardiac care available to all the people of Maine.

There have been many false assertions and incorrect interpretation of facts in the debate so far. Below are just some of the myths and facts:

Myth: The people of central Maine have less access to cardiac care than people in southern Maine.

Fact: Not at all. Access is the same, and in fact central Maine residents receive cardiac services at a rate slightly higher than those of other regions.

Myth: The people of central Maine are in danger and are suffering untoward consequences because there is not a cardiac surgery program in Lewiston.

Fact: There is absolutely no

evidence to support this claim, and it is irresponsible to make it.

Myth: Emergency angioplasty and cardiac surgery at CMMC would be the best immediate treatment for central Maine residents suffering heart attacks.

Fact: The best immediate heart attack treatment is already available at *every* Maine hospital: clotbusting drugs. Even at a hospital like MMC, which has the experience and the size to do both treatments, emergency angioplasty and surgery are rare. If it were the right first choice, we'd already be doing it. The American College of Cardiology agrees.

Myth: It is possible to have a high-quality cardiac surgery program even if it's as small as the one proposed at CMMC.

Fact: Study after study – more than 100 to date – conclude that the larger the program, the higher the quality. Any exceptions are just that, and it's risky to plan on an exception.

Myth: A CMMC cardiac surgery program would make economic sense.

Fact: A CMMC cardiac surgery program would raise the cost of cardiac care in the region by at least 20%, with no increase in access or quality. This is not the time to raise the cost of

healthcare in Maine, especially without an increase in access or quality.

Myth: CMMC tried to develop a cooperative cardiac surgery program with MMC before planning its own program.

Fact: Never happened. The announcement was a complete surprise to us.

Myth: MMC's current advertising campaign is trying to foil CMMC's plans.

Fact: MMC has been advertising its cardiac services for more than three years. None of the ads have mentioned CMMC.

Myth: Forty miles is too far to drive for cardiac surgery.

Fact: People often drive forty miles to shop, attend a concert, or watch a ball game. Although it may be less "convenient" for Lewiston residents, considering how much more important cardiac surgery is, forty miles is not such a long ways to take full advantage of the recognized clinical experience of the staff at Maine Medical Center.

Myth: We're the bad guys.

Fact: We've been serving the people of central Maine for 125 years. We want them to have the best possible cardiac care, and to be able to afford it. That's why we're opposing the creation of a new, more expensive program that research says would likely have lower quality outcomes.

PAR-X, FROM P.1

information is entered into the hospital's medical information system, MIS. Their name and room number will automatically appear on the new Patient Display Board hanging in the clean supply rooms in patient units and designated supply locations in specialty areas.

When an item is needed for a patient, the nursing staff member simply takes the "touch probe", touches the iButton next to the patient's name, touches the iTag on the bin holding the item being dispensed, and puts the probe back.

The rest of the process, invisible to the nurse on the unit, automatically passes the information to Materiel Management to update inventory, and to Patient Accounts for billing.

"The data gathered using the 'touch probe' provides all the information necessary to replenish supplies on the unit," says Bob Barber, Operations Manager, Materiel Management. "It even gives immediate notification to Materiel Management when inventory

reaches a pre-set critical level. For instance, if the pre-set level for catheters is five, an alarm will automatically ring in the Materiel Management Supply Room when there are only five catheters left in the bin on the nursing unit."

Instructions on how to use the system appear on the wall next to the Patient Display Board. Staff attend a ten-minute inservice and watch a brief video to learn how to use the system.

The PAR Excellence system will cut down on the time people spend looking for, re-ordering, restocking, and billing for supplies. The storage bins are arranged in the unit's supply room so the location of items makes sense in relation to how they are used by the people who use them.

Nursing staff had the opportunity to examine four different inventory management systems during the Journey to Excellence process. PAR-X was selected based on ease of use, timely availability of items, less time spent using the MIS charging system, and reduced calls to Materiel Management for supply errands.

The system is not low-cost, at \$702,000, but is expected to pay for itself in a little over three years. The payoff in convenience and freed-up time, however, will be much faster.

Other applications may be added to the system in the future, such as direct ordering of just-in-time supplies or billing by procedure. Some general patient care items like soap and toothbrushes will continue to be inventoried by Materiel Management.

The team members responsible for bringing PAR Excellence to MMC are Kevin Griffin, RN, R5 Head Nurse, and Tom Guare, Director, Materiel Management, Work Team Leaders; Bob Barber, Operations Manager, Materiel Management; Mary Bowne, RN, R3 Assistant Head Nurse; Ed Moore, Unit Manager; Peg Doliner, RN, CSD Head Nurse; Andria Moore, RN, P3CD Head Nurse; Gary Stenner, Information Services; and Robin Grigsby, Unit Manager.

The roll out of PAR-X begins with R5 and ASU and will see two to three nursing units added each month until all units have the new system installed.

Study participants needed

Please help! Volunteers (ages 6 - 11 years old) are needed for a respiratory research project. Respiratory airway pressures and arm strength will be measured. There are no invasive procedures (ie. blood draws) in this research. Please contact Victor R. Banzon, MD, in MMC's Department of Pulmonary/Critical Care, at 871-2770.

Have you moved? Did you tell us?

Human Resources needs to know! If you've moved recently, or may not have changed your address since your last move, please complete an Address Change Form. They are available in the forms rack outside the Benefits Office, or you can get one by calling 871-2107.

Important employee benefits information, as well as your W-2 at the end of the year, will be mailed to your home address. Human Resources wants to be sure you receive these important documents.



Look for new programs at Impressions

Impressions Café opened its doors roughly two months ago. These have been two successful months during which Impressions staff have learned a lot, worked out some kinks, and made some changes to the menu. They expect the transition process will continue for quite some time as they start to put new programs into service.

Impressions Café offers a unique teaching environment. With a large number of employees and many visitors from all segments of the community, MMC has not only the opportunity but also the obligation to reach out to a diverse population and educate them about healthful lifestyles and diet.

With this in mind, Impressions Café has formed a partnership with Turning Point and the Maine Heart Center at Maine Medical Center. Together, we will identify foods served at Impressions that meet criteria for a healthful diet. Foods meeting the criteria will bear the Maine Heart Center logo, making it easy for you to identify them. Supporting Maine Medical Center's goal to educate the community, this program will eventually expand to include restaurants throughout Portland.

Look for this program to get underway in early September. In the next few weeks, flyers providing more information on this joint venture will be distributed in the Café. Impressions also plans to feature the first guest chef later in September. It should be a fun month!



Deborah Deatrack, Director of Health Improvement for MaineHealth and the Ah! Asthma Health for Children Program, accepts a check from Om Sanduja of Merck and Co. for a new asthma newsletter. AV Photo.

Ah! Asthma Health program receives funding for newsletter

Parents of children with asthma will soon have a new source of information and education, thanks to a grant from Merck and Co. MaineHealth received the \$15,000 grant to publish a quarterly newsletter as part of its **Ah! Asthma Health for Children Program**. The Ah! Program was launched by MaineHealth in 1998 as a major effort to improve asthma care for children. MaineHealth's partners in the project are Anthem Blue Cross and Blue Shield and the American Lung Association of Maine.

Many of the articles in the newsletter will be written by parents of children with asthma in an effort to share common experiences, strategies, and resources. The newsletter will be provided free of charge through individual subscriptions and physician offices, hospitals,

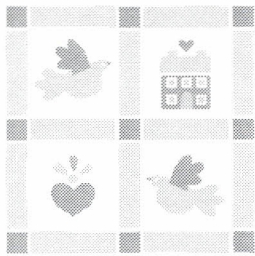
health centers, and daycare programs and schools across the state. Initially, the newsletter will be available in print form, with a web-based version available later this year.

According to Deborah Deatrack, who directs the Ah! Program for MaineHealth, pediatrician Barbara Chilmonczyk, MD, was instrumental in securing funding from Merck for the newsletter project. Dr. Chilmonczyk, along with several other physicians, a school nurse, and parents of children with asthma, will participate on the Editorial Board of the newsletter. For more information, contact Deborah Deatrack at 775-7001.

Visit MMC's Intranet website:



home.mmc.org



Are you a crafter or a craft lover?
The Second Annual Maine Medical Center
Employee Craft Fair
Saturday, October 28, 0900~1500 hours
MMC Scarborough Campus.

To reserve a space to display your crafts, volunteer, or donate a
baked good to the Craft Fair, please call

Lori Sweatt at 885-5857 (email: lsweatts@aol.com) or
MMC's Children's Miracle Network at 871-2101.

Only 30 spaces available!

Spaces are \$40 each and must be reserved in advance.

Tables must be supplied by the crafter. 100% of the space fee and
proceeds from the bake sale and raffle table will benefit
The Barbara Bush Children's Hospital at Maine Medical Center.

Congratulations to MaineHealth Freewheelers!

American Lung Association Trek 2000

Largest Corporate Team and Highest Corporate Team Fundraiser

Warren Alpern	Anita Duncan	Stephen Kirsch	Jean Saunders
Sharon Andrews	Diane Fecteau	Gail Lawley	Alyce Schultz
Laura Begley	Chuck Frolio	Lisa Letourneau	Sheryl Scribner
Connie Brais	Laurie Furey	Paul Minton	Matthew Sturgis
Joanne Burgess	Greg Gousse	Sarah Minton	Doreen Sullivan
Edgar Caldwell	Heidi Hellstrom	Elaine Mullin	Amy Swan
Cece Colpitts	Doug Hellstrom	Sally Nason	Mike Swan
Erica Corbett	Deborah Jackson	Amy Nason	Diane Vasile
Joe Dreher	Barbara Jackson	Jack Nason	Jeff Veilleux
William Dexter	Jackie Kantro	Nancy Reilly	Dan Wautel
			Barry Worthing

Greater Portland Asperger's Syndrome

Support Group for Parents of Children with Asperger's Syndrome

Tuesday, September 5, 1900-2000 hours, Dana Center

Understanding the PET Process

with speakers from the Maine Parent Federation

(This meeting is open only to parents and family members. Unless
otherwise noted, meetings are usually open to all interested.)

FMI, contact

Asperger's Association of New England, 617-527-2894

or Barbara Wirth, 774-2313

The Portland Community
Free Clinic needs nurses to
volunteer. Call Ronnie, 874-
8982, to learn about this
fun, rewarding experience.

The Medical Education/
Maine Practice Network
has moved.

Please make a note
of the new address:

321 Brackett Street
Portland

(Located on the corner of
Brackett and Bramhall
Streets. Emergency Medicine
Administrative Offices are
also located here.)

You may still reach them
by dialing:

Medical Education
871-2137

Robert Bing-You, MD, Betty
Whited, Patti Bleech
Maine Practice Network
871-4006

Jennifer Gammon
Med-Peds Program
871-6861

Ann Lemire, MD,
Jennifer Gammon

They do windows!

The Clean-Up Group of
Augusta recently cleaned about
3,000 windows on all of MMC's
campuses. It took nine workers
one month to do the windows in
our 25 buildings. That's inside
and out!

Marketplace

In order to ensure that everyone has an opportunity to use the Marketplace, ads may be placed *once only*. Repeats will be permitted only on a space-available basis.

FOR SALE

Medical practice closing. Lg. oak desk, lg. computer work station, exam table, medical books, etc. Call 775-5248 or 874-0100.

Silverglide stair climber. Will sell for \$1,500 or BO. Paid \$2,300. Good cond., used only for a short period. Call 767-3606, leave message.

1995 Nissan XE, 4x4, reg. cab, 4 cyl., 5 speed, 54K miles, green, AM/FM cassette, rear slider, bed cap & carrying rack, hitch, very good cond. \$8,500 or BO. Call 854-4909.

Brunswick: Front facing 12x60 2 BR mobile on deluxe lot. Full K & BA, separate DR. Deck, 8x10 shed, pitched roof, refrigerator/freezer, self-cleaning oven, new hot water tank, 275 gal. oil tank, full size heavy-duty washer. \$3,500 firm. Call 442-3313 or e-mail cobbstar@yahoo.com.

Waterfront yearround home. 75' frontage on Big Sebago. 30 min. from MMC. 3-4 BR, stone fireplace, 2 BA, in-law potential. \$346,900. Call 650-2742.

NEC ready 9736 System w/233 MHz Pentium, 32 MB, 4.3 GB, CD-ROM, monitor w/built-in Harmon-Karden speakers, software (MS Works, Word97), \$400; Tatung high resolution VGA color monitor, \$40; Panasonic KX-P1124 letter-quality, narrow carriage dot matrix printer, \$25. Call 885-9147.

Portland: Well maintained Cape in residential neighborhood (114 Wolcott St.) convenient to MMC; 2-3 BR, 1 BA, DR, LR, tiled K, full basement, appliances, HDWD floors, vinyl siding, garage, 7,000 sq. ft. lot. \$138,000. Call 780-0854.

Brass queen size headboard, \$40; 4 tires & top of line rims size 235-75-15, \$80; 10 speed bike, \$50; Lg.

computer desk w/hutch & pull out keyboard shelf. One leg needs repair, \$75. Call 934-6297 or e-mail karenggrant@cybertours.com.

1993 Chevy Cavalier. 4 dr., new tires & brakes. Exc. cond. \$3,800 or BO. Call 799-5439.

Portland: Garrison 3 BR, 1 1/2 BA, FR in basement, 2 car garage, decks, patio, plenty of storage, 200 amp service, new chimney, roof & furnace, K appl. incl. \$155,900 or BO. Call 878-0277.

1995 Ford Contour GL, great cond., 4 dr, tan, 78K miles, A/C, AM/FM cassette, remote car starter. \$5,000 or BO. Call 846-1532.

Lazy boy sleep sofa, like new, blue. Queen size. \$275. Call 839-3925.

FOR RENT

Biddeford: Two apts. w/2 BR, LR, den, spacious K, "spare" room, enclosed porch front & back. Quiet area. 1 yr. lease, \$600-\$650/mo. + utils. Call 247-3318 evenings.

Westbrook: Off Forest St. 2BR, eat-in-K, LR, small computer room. Parking for 2. Ref., sec. deposit. Avail. 9/1. \$650/mo. incl. H&HW. Call 829-5192.

Portland: West End, newly renovated apt. 2 BR, gardens, 100 yds. from MMC parking lot. \$775/mo. Good tenant rebate available. Call 773-7115 mornings.

Portland: Deering Center, 172 Concord St. 1/2 duplex. 4 BR, LR w/ fireplace, DR, pantry, K, 1 BA. Appliances & W/D incl., HDWD floors. \$1,300/mo. + oil heat & electric (approx \$175/mo.), lease, sec. dep., refs. Available mid-October, no pets. Call 774-7685.

West End: Quiet room in Victorian building w/K privileges for N/S F professional or mature student. W/D, HDWD floors. \$98/wk., utils. incl. \$380 sec. dep. Call 879-1409.

ROOMMATE WANTED

The deadlines for announcement-length items and **MARKETPLACE** are August 30 for the September 13 issue and

September 13 for the September 27 issue.

All items must be in writing and may be sent by interoffice mail to the Public Information Department, by e-mail to FILIPL, or by fax to 871-6212.

Mature N/S F to share condo in country w/same. Pool, tennis courts. W/D, parking, 1 cat. \$400/mo. + 1/2 utils. Call 892-6303.

South Portland: Lg. house to share with resp., mature, N/S F. W/D & off street parking. \$75/wk. + sec. dep. Must like animals; I have a dog & 3 cats. Call 773-7142.

Roommate to share lg. house. \$250, \$300 or \$350/mo. (depends on size of room), + 1/3 of utils. Very nice neighborhood near Portland. (1.5 miles), on 2 bus lines, unrestricted on-street parking. Call 842-5901.

CHILD CARE

Catherine Morrill Day Nursery. Openings for 2 1/2 to 5 YO children. Open 0730 to 1730 hours year-round. Breakfast, lunch & snack provided. Call 874-1115.

PT student from New England Rehab. Hospital avail. to babysit M-TH eves. Lots of experience with children of all ages. Call 767-0027.

WANTED

Seeking furnished apt. or room for 2 mos. starting August 25th. I have a very clean indoor cat. Location near MMC preferred. Call 879-7713. Used shingles. Call 871-4407.

SERVICES

Courteous, prof., in-home computer assistance. Convenient eve. and w/e appointments avail. Call 856-2264.

What's Happening?

at Maine Medical Center

- All month** **Healthviews.** Comm. TV Network TV 4, Thursdays, 1400 and 2000 hours; Fridays, 0700 hours.
- Aug. 19** Family Affirmation Project, Maine Mall.
- Aug. 19** Funtown/Splashtown Day. Call 871-6222.
- Aug. 29** I Love Food, 1800-2000 hours.
See p.1
- Sept. 6** Book Fair to benefit CMN. Through Sept. 8
- Sept. 7** United Way kick-off,
See p.2 1100 hours.
- Sept. 11** Caring for Aging Family Members begins. Call 871-2847 for info.
- Sept. 22** Clinical Trends in Respiratory Care
See p.3
- Sept. 25** Developing Evidence-Based Practice.
See p.2

More events are listed online at:

www.mmc.org

Click the *Calendar of Events* link
or the
For Healthcare Professionals link

Is the shower the only place where you can sing?
NO!

Join the Healing Arts Chorus!

The Healing Arts Chorus is employees, family, and friends of the MaineHealth family. Rehearsals are once a week from September to December and January to April; concerts are performed for patients and the public.

If you want to sing, please call Anissa Bacon at 637-2947 or come to the rehearsal on Tuesday, September 5, at 1900 hours in MMC's Dana Center Auditorium.

Information Tables offered by...

...Medical Services Federal Credit Union

August 16, 2200 hours--August 17, 0230 hours,
Impressions Cafe, MMC

August 22, 1100--1330 hours, Ground Floor Corridor, MMC
September 7, 1100--1330 hours, Ground Floor Corridor, MMC

...Verizon Wireless

August 28-29, 1100--1500 hours, Ground Floor Corridor, MMC
August 29, 1100--1500 hours, Scarborough Campus
or call Paul Flanagan, 232-7771

For a listing of
MaineHealth classes,
call 781-1730.

What's Happening is published every other week at Maine Medical Center for members of the hospital community and for friends of the institution throughout Maine and northern New England. Comments, questions, and suggestions may be addressed to the Office of Public Information, MMC, 22 Bramhall Street, Portland, Maine 04102-3175. (207) 871-2196. Editor: Wayne L. Clark.

Learn about jobs available at MMC: www.mmc.org



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